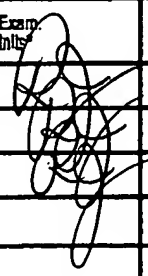
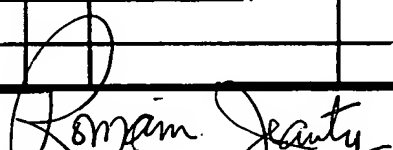


<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number		10/002,743		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit		3623		
				Examiner Name		Romain Jeanty		
Sheet	1	of	1	Attorney Docket Number		01702/LH		
<b>U.S. PATENT DOCUMENTS</b>								
Exam. Initials	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
		5,197,005	A	SHWARTZ et al	03-23-1993			
		5,446,883	A	KIRKBRIDE et al	08-29-1995			
		6,766,320	B1	WANG et al	07-20-2004			
<b>FOREIGN PATENT DOCUMENTS</b>								
Exam Initials	Cite No <sup>1</sup>	Office <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
Examiner Signature					Date Considered	12/23/05		

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<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

<sup>6</sup> Mark here if English translation is attached.

DATE MAILED: August 18, 2005

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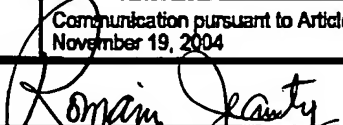
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number		10/002,743		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit		3623		
				Examiner Name		Romain Jeanty		
Sheet	1	of	2	Attorney Docket Number		01702/LH		
<b>U.S. PATENT DOCUMENTS</b>								
Exam. Init's <sup>a</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
		5819272	A	Benson, Max L.	10-06-1998			
		6487560	B1	LaRue et al.	11-26-2002			
		6694335	B1	Hopmann et al.	02-17-2004			
		6836830	B1	Yamagami et al.	12-28-2004			
		2002/0129047	A1	Cane et al.	09-12-2002			
		2002/0133509	A1	Johnston et al.	09-19-2002			
		2001/0013063	A1	Hall et al.	08-09-2001			
		6467088	B1	alSafadi et al.	10-15-2002			
<b>FOREIGN PATENT DOCUMENTS</b>								
Exam. Init's	Cite No <sup>1</sup>	Office <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>5</sup>
		MO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS	01-11-2001		
		DE	101 05 532	A1	HEWLETT-PACKARD CO.	08-09-2001		
Examiner Signature	<i>Romain Jeanty</i>				Date Considered	12/23/05		

<sup>a</sup> EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Mark here if English translation is attached.

DATE MAILED: June 17, 2005

PTO/SB/088

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/002,743
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3623
				Examiner Name	Romain Jeanty
Sheet	2	of	2	Attorney Docket Number	01702/LB
<b>NON PATENT LITERATURE DOCUMENTS</b>					
Exam Inits <sup>1</sup>	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T <sup>2</sup>
		Communication pursuant to Article 95(2) EPC issued in European Application No. 02 770 188.7-2221 on November 19, 2004			
Examiner Signature				Date Considered	12/23/05

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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/002,743
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3623
				Examiner Name	Romsin Jeanty
				Attorney Docket Number	01702/LH
Sheet	1	of	2		

## U.S. PATENT DOCUMENTS

Exam- Inits <sup>a</sup>	Cite No <sup>b</sup>	Document Number	Kind Code <sup>c</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,287,505	A	CALVERT et al	02-15-1994	
		5,964,891	A	CASWELL et al	10-12-1999	
		6,032,184	A	COGGER et al	02-29-2000	
		6,219,648	B1	JONES et al	04-17-2001	
		2002/0032672	A1	KEITH, JR.	03-14-2002	
		6,389,426	B1	TURNBULL et al	05-14-2002	
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		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
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		6,539,419	B2	BECK et al	03-25-2003	
	6,735,592	B1	NEUMANN et al	05-11-2004		
	6,802,042	B2	RANGAN et al	10-05-2004		

## FOREIGN PATENT DOCUMENTS

Exam Initls <sup>1</sup>	Cite No <sup>1</sup>	Offc <sup>2</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
Examiner Signature					Date Considered	12/23/2005		

Signature	<i>[Signature]</i>	Considered	<i>[Initials]</i>
<p>EXAMINER: Initial if reference considered, neither or not citation is in conformance with MPKP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.</p> <p>* Unique citation designation number. * See bands of U.S. Patent Documents. * Enter Office that issued the document, by the two- of the year of the reign of the letter code (WIPO Standard ST.3). * for Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. * Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. * Place a check here if English translation is attached.</p>			

DATE MAILED: March 7, 2005

PTO/SB/08B

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,743
		Filing Date	November 2, 2001
		First Named Inventor	Toshio HENO
		Group Art Unit	3823
		Examiner Name	Romain Jeanty
Sheet 2	of 2	Attorney Docket Number	01702/LH
<b>NON PATENT LITERATURE DOCUMENTS</b>			
Exam Init's	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
RJ		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 <sup>th</sup> International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.	
Examiner Signature	Romain Jeanty		Date Considered 12/23/05

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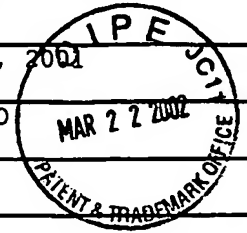
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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/002,743
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3623
				Examiner Name	
Sheet	1	of	2	Attorney Docket Number	01702/LH



**U.S. PATENT DOCUMENTS**

Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

**FOREIGN PATENT DOCUMENTS**

Exam Inits*	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*
			*English language Abstract Only					

Examiner Signature	<i>Roman Janty</i>	Date Considered	12/23/05
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<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

DATE MAILED: **March 15, 2002**

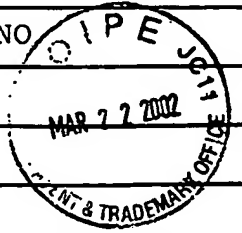
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PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	1 002,743
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	01702/LH
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>					
Examiner Initials <sup>1</sup>	Cite No. <sup>1</sup>	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			T <sup>2</sup>
<i>[Signature]</i>		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO			
Examiner Signature	<i>Romain Jeanty</i>		Date Considered	12/23/05	



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<sup>1</sup> Unique citation designation number. <sup>2</sup> Place a check here if English translation is attached.

DATE MAILED: March 15, 2002

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT

Application Number

10/002,743

Filing Date

November 2, 2001

First Named Inventor

Toshio UENO

Group Art Unit

3623

Examiner Name

Romain Jeanty


Attorney Docket Number

01702/LH

of

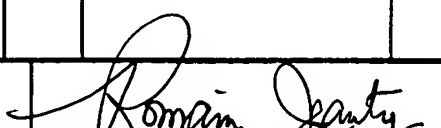
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## U.S. PATENT DOCUMENTS

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
		6,513,052	B1	BINDER, Erin	01-28-2003	
		6,678,764	B2	PARVULESCU et al	01-13-2004	
		2002/0156692	A1	SQUEGLIA et al	10-24-2002	

## FOREIGN PATENT DOCUMENTS

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

Examiner  
SignatureDate  
Considered

12/23/05

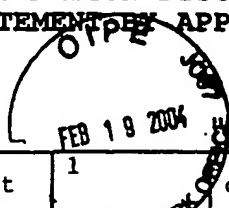
<sup>1</sup> EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>2</sup> Unique citation designation number. <sup>3</sup> See kinds of U.S. Patent Documents. <sup>4</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>5</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>6</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>7</sup> Place a check here if English translation is attached.

DATE MAILED: September 23, 2004



U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  		Application Number	10/002,743
		Filing Date	Nov. 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	<del>2163</del> 3623
		Examiner Name	
Sheet 1 of 1	Attorney Docket Number	01702/LH	

## U.S. PATENT DOCUMENTS

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
RJ		5,365,310	A	Jenkins et al	11-15-1994	
		5,459,552	A	Ohira	10-17-1995	
		5,819,110	A	Motoyama	10-06-1998	

## FOREIGN PATENT DOCUMENTS

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	Offc	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
RJ		EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
		DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
		EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		
		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

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FEB 26 2004  
**GROUP 3600**

Examiner Signature	<i>Ronim Jeanty</i>	Date Considered	12/23/05
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\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<b>Substitute for Form 1449A/PTO</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>	<b>Application Number</b>		10/002,743		
	<b>Filing Date</b>		November 2, 2001		
	<b>First Named Inventor</b>		Toshio UENO		
	<b>Group Art Unit</b>		3623		
	<b>Examiner Name</b>				
<b>Sheet</b>	1	<b>of</b>	2	<b>Attorney Docket Number</b>	01702/LH

U.S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

Exam Initials	Cite No.	Offc	Document Number <sup>1</sup>	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T 6
Pg ↓		JP	2000-115393	A	CANON INC.	04-21-2000		*
		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
		JP	2000-215204	A	SHARP CORP.	08-04-2000		*
		JP	2001-084276	A	OKI ELECTRIC IND.	03-30-2001		*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999		*
		JP	2001-160103	A	KONICA CORP.	06-12-2001		*
			*English language Abstract only					

<b>Examiner Signature</b>	<i>Konam Jeanty</i>	<b>Date Considered</b>	12/23/05
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\* EXAMINER'S Initial is reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<b>Substitute for Form 1449A/PTO</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				<b>Application Number</b>	10/002,743
				<b>Filing Date</b>	November 2, 2001
				<b>First Named Inventor</b>	Toshio UENO
				<b>Group Art Unit</b>	3623
				<b>Examiner Name</b>	
<b>Sheet</b>	2	<b>of</b>	2	<b>Attorney Docket Number</b>	01702/LH
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>					
<b>Examiner Initials<sup>1</sup></b>	<b>Citation No.<sup>1</sup></b>	<b>Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published</b>			<b>T<sup>2</sup></b>
Pg ↓		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO			
		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO			
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO			
		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO			
<b>Examiner Signature</b>		<i>Romain Janty</i>		<b>Date Considered</b>	12/23/05

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<sup>1</sup> Unique citation designation number. <sup>2</sup> Place a check here if English translation is attached.

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